

BIRTHDAY
HOST/HOSTESS

PERFORMANCE WORKBOOK



WORKBOOK INSTRUCTIONS

This Workbook is provided to aid you in passing the review quiz for this position. You must pass the quiz with a score of 80 or above. If you do not receive a score of 80 or more you may be allowed to take the quiz again, at the manager's discretion. (If you fail after several attempts to pass the quiz, it will be left to the manager's discretion to possibly discontinue your employment at this PIZZA TIME THEATRE location). Therefore, it is suggested that you put forth your best efforts in completing this workbook.

Helpful hints:

1. Read the Performance Manual carefully and refer back to it when necessary.
2. Read all information contained in the workbook thoroughly.
3. Ask your manager or training supervisor for help when needed.
4. Read instructions and complete each problem carefully -- recheck your work.
5. Turn the page and begin.

1. What is included in the Chuck E. Cheese Birthday Package?

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2. When is a party eligible for a free cake?__________

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3. How is a party table set?______________________

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4. What would a party of 15 receive (pizzas, drinks, sundaes, tokens) on a Saturday?________________

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5. Why are the soft drinks delivered shortly before the pizza?____

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6. What does the Birthday Host/Hostess do during the Chuck E. Cheese visit to the party?______________

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7. Write a sample birthday announcement.________________

8. How does the Cyberamic control board tell you that the Birthday Skit is ready to play?________________

9. When does a birthday party receive double tokens?

10. What is a "mini-derby hat"?________________

11. What do you do when a birthday party arrives and they have not made a reservation?________________

12. What is a comment card?________________

13. What would a party of 9 receive (pizza, drinks, etc.) at 3:30 on a Thursday?________________

14. Where is the birthday child's name written on the birthday cake?______________________________

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15. Where are the candles placed?______________________

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16. What is your store policy on the days and times that birthday parties may be held?______________________

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17. The Birthday Host/Hostess' main function is guest service. Explain.___________________________

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18. How long should it take you to set-up a birthday party for two adults and 10 children?__________________

19. How much would the above party cost?______________

20. Once the party has left, your final duty should be to

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PTT BIRTHDAY HOST/HOSTESS PERFORMANCE WORKBOOK

Date of Origin: 1980s
Archived: 5-21-12
Submission by Tristan R.
Version 1.0

